



State of Tennessee Department of Children's Services

Administrative Policies and Procedures: 20.10

Subject: Sick Call

Supersedes: DCS 20.10, 30/01/98

Local policy: No

Local procedures: Yes

Requires training: No

Applicable Practice Model Standard(s): Yes

Approved by:

Effective date: 03/01/98

Revision date: 01/01/04

Application

To All Youth Development Center Superintendents, Health Administrators and Health Care Employees

Authority: TCA 37-5-106

Policy

The medical complaints of youth development center youth shall be monitored and responded to daily by qualified medical staff and referred to a physician when required.

Procedures

A. Triage of youth complaints

Facility health services must develop procedures for efficient and daily triaging of complaints by youth.

1. The procedures must include details of communication methods to be used by youth and employees.
2. Procedures must also address varying procedural differences on shifts, weekends, and holidays.

B. Non-emergency medical services

1. Non-emergency medical services conducted by a physician and/or other qualified medical personnel are available to each youth at least three (3) times per week.

2. A physician must be available once each week to respond to youth complaints regarding service that they did or did not receive from other health care personnel.

C. Records

3. The medical staff conducting the daily sick call must maintain daily sick call records listing all youth attending sick call, their complaints, and the disposition of their cases.

D. On-call emergency coverage

Daily 24-hour on call emergency coverage is available to the facility.

1. Any staff member who believes that a youth is in need of emergency care must contact a medical staff person.
2. The medical staff must evaluate the complaint and determine what treatment is necessary, unless adequate medical information suggests more appropriate action.

E. Dental complaints

Dental complaints must be presented at regularly scheduled sick call. Health care staff must triage the complaints and refer them to the dentist as indicated.

F. Sick call for restricted youth

Sick call for youth who are restricted or isolated for disciplinary reasons must be conducted daily at the site where the youth are isolated/restricted.

G. Sick call reviews

A physician must conduct sick call reviews on a regular basis. The review must include:

1. An examination of the log book for sick call
2. A review of referrals made by the medical staff

H. Documentation

The physician, physician's assistant, nurse practitioner, or licensed nurse must complete form CS-0194 *Limited Activity Notice* for youth requiring work or other physical restrictions as needed when seen at sick call.

Forms

CS-0194 Limited Activity Notice

Collateral Documents

None

Standards

ACA 3JTS-4C-08

ACA 3JTS-4C-09

ACA 3JTS-4C-30

ACA 3JTS-3E-04

ACA 3-JTS-3E-05

DCS Practice Model Standard- 7-100A

DCS Practice Model Standard- 7-101A

DCS Practice Model Standard- 7-111B

DCS Practice Model Standard- 7-121C

DCS Practice Model Standard- 8-306